

Bike Share Pittsburgh seeks a **Seasonal Part-time Bike Valet** to support POGO H customers and equipment!

About Bike Share Pittsburgh

Bike Share Pittsburgh is a nonprofit organization that operates Pittsburgh's station-based electric bike share program, POGO H. POGO H pedal and e-assist bikes are available 24/7 at station locations across the city. Our organization is made up of multiple departments dedicated to providing the best mobility option for Pittsburgh. Bike Share Pittsburgh is driven by our mission to provide a joyful, sustainable, and affordable mobility service for everyone.



Bike Share Pittsburgh Experience

Bike Share Pittsburgh has a shared open office space located near the Doughboy statue on Penn Avenue in the Strip District. We have a mix of folks working remotely, in-person, or hybrid schedules depending on job requirements. Our staff is small, so each role at Bike Share Pittsburgh requires focus, hard work, and (most importantly!) teamwork to provide our customers with a joyful experience riding bikes. We all take pride in POGO H. In our downtime, we ride bikes and spend time supporting others in our community.

Bike Valet

Bike Share Pittsburgh seeks a seasonal part-time Bike Valet to help rebalance our fleet of POGO H pedal and e-assist bikes during the morning and evening commute

rush in Oakland at various POGO H bike share stations. This role operates from March-May and August-December. Bike Valet staff cycle from station to station to ensure POGO H bicycles are available, safe, and functional for our customers. In the



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event of station a full station or empty station, the Bike Valet will reposition bicycles to make the station available for riders. This can be locking the bikes next to the station with a cable lock, or loading the bike onto a trike and taking them to another station. Bike Valet also conducts basic ABC bike checks at stations, sanitizing/cleaning stations, helping customers register and use the system, and more.

Folks who enjoy this role are commonly hard workers, independent thinkers, and enjoy working outdoors in all weather conditions.

A Bike Valet at POGO H must have a positive attitude, work efficiently, and communicate well across teams. On-the-job training in bike share specific components and systems will be provided.

Bike Share Pittsburgh embraces diversity and equal opportunity. We are committed to building a team that represents a variety of backgrounds, perspectives, and skills.

Equal Opportunity Employer M/F/V/D. Women and minorities are encouraged to apply!

Responsibilities

- Redistribute bikes from station to station via e-trike, or lock the bikes next to the station. The person in the role must ride a bike and feel comfortable biking on all city streets in Oakland.
- Maintain stations in accordance with company policy. This includes troubleshooting connectivity issues, swapping batteries, cleaning, removing debris, installing equipment, and more.
- Remove unsafe, damaged, or otherwise nonfunctioning bicycles from public use
- Maintain frequent and clear communication between teams
- Monitor Oakland POGO H network at all times during shift with the goal of maximizing rentals and returns for commuters during rush hour
- Provide positive customer interactions in the field. This includes assisting with registration, renting or returning of bikes and interacting with the general public to promote bike share to new users
- Work independently with attention to detail and limited supervision
- Adhere to the Field Service Program and safety guidelines to meet the needs of special events, winter maintenance, and station installation.
- Foster a positive, welcoming, and inclusive work environment



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Qualifications

- Must know how to ride a bike, and feel confident biking on all streets in Oakland
- Must be willing to work during the AM and/or PM commute times in Oakland, Monday through Friday. This role does not have any weekend shifts.
- General understanding of computers, smartphones, and technology
- Adaptability - Adapts to changes in the work environment, manages competing demands and is able to deal with frequent change, delays or unexpected events.
- Great communication and organizational skills
- Commitment to organizational efforts to foster respect, dignity, fairness, caring, equality, and self-esteem for all individuals
- Ability to understand and learn technical aspects of the software and the hardware capabilities and needs of a bike share system.
- Ability to follow instructions, respond to management's direction and solicit feedback to improve performance.
- Must be a team player with a positive attitude.
- A love of bicycles and people!

Physical Requirements

- Frequently bend, stoop, and twist throughout the day
- Requires the ability to regularly lift objects up to 50+ lbs
- Requires the ability to work while standing for prolonged periods of time.
- Requires working and riding a bicycle outdoors in various weather conditions; this job is not indoors
- Comfortable driving, stopping and working in busy outdoor urban environments
- Ability to maintain regular, punctual attendance

Compensation and Benefits

- Starting at \$18.00/hr
- Free, unlimited bike share membership
- Frequent staff building events
- Quarterly staff outing
- Wholesale bicycle parts
- Discounted Ascend Membership



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How to apply

To apply, please email a cover letter and resume to jobs@pghbikeshare.org

or scan the following QR code to apply



(If the QR scanner does not work: <https://forms.gle/rarwhhd7oBJkgybEA>)